PURPOSE

This quick guide instructs school-based staff in the processes required to support parents and guardians with Parent Portal access and managing account details.

WHO CAN PERFORM THE TASK(S)?

School-based employees with the Parent Access Account Administrator user role may perform the tasks in this guide. Designees may request access through EZ Access (https://ezaccess.lausd.net) and must be approved by their site administrator.

BEFORE YOU GET STARTED

- Effective October 1, 2018, access to student data for existing parents/guardians must be verified with a PIN code – letters sent home include the assigned PIN code. The code requires verification in the Parent Portal during a 60-day grace period. School staff may also generate a printout of the assigned code(s).
- Ensure that you have the correct user role in the Parent Portal. To request access, log into the EZ Access Request System via the following URL: https://ezaccess.lausd.net, and select Parent Portal from the list of applications.
- Verify that any parent requesting a Parent Portal account is flagged in MiSiS as the student’s legal guardian in his/her profile, and that the student is actively enrolled in your school.
  - If a parent is also an employee of L.A. Unified, s/he must use a non-LAUSD email address to establish parent access to the Parent Portal.
  - To flag a parent as a legal guardian in MiSiS, access the following URL: http://misis.lausd.net/start, login via SSO and choose the appropriate user role, and select the Parent/Guardian tab from the Enrollment sub menu of a student’s profile.
  - For assistance with MiSiS procedures, please refer to the Enrollment Job Aid located on the MiSiS website via the following URL: http://misis.lausd.net.
- Download a copy of the Registered Parents Report from FOCUS via the following URL: http://focus.lausd.net. From the Welcome page, select the Operations Analytic Area and the Parent Portal option. If necessary, click on the Parent Portal Campus View dashboard link.

LOG IN

Step 1a Access the Parent Portal via the following URL: https://parentportal.lausd.net, and click the Login button.

Step 1b Select the Employee Login link from the landing page.

Step 1c Login using your single sign-on (SSO) credentials.

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**Step 2a**  
Click on the **Find a Student** tab.

**Step 2b**  
Type in the **Student ID** and click on the **Search** button.

Student and parent data is accurate as of the preceding day. The message in red below indicates that either the Student ID entered is not valid (data entry may be incorrect), or the student is not actively enrolled at a cost center you have access to.
Parent Access Account Administrator

(LAUSD Parent Portal Quick Guide)

October 1, 2018

Parent Portal – School Staff Support

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The result below indicates a student who has at least one legal guardian with an assigned Personal Identification Number (PIN) code in the Parent Portal.

Step 3  To view student details, click on either the First Name or Last Name hyperlink.

The student’s Parent Portal Home Page displays with student and school information, and colorful icon buttons to resource areas within the portal.

Step 4  To view details of PINs associated to a student’s record, click on the Pin Details hyperlink.
All flagged legal guardians display in a list by row. See below for details of row labels:

- **Student Name** – Name of student assigned to the Student ID entered.
- **Parent Name** – Each person flagged in MiSiS as a legal guardian for the named student, displays in a separate row; in the example below, there is only one person flagged.
- **Pin** – The PIN code currently assigned to the parent/guardian listed.
- **Date Used** – The date and time the parent/guardian entered the PIN in the Parent Portal.
- **Action** – The task school staff can perform based on the use status of the PIN code.

In this example, the parent/guardian listed has been generated a PIN code, but has never used it because the "Date Used" field is blank. School staff would need to provide the PIN code to the parent for entry into the Parent Portal.

**Step 5**  
Click on the **Print** hyperlink in the **Action** column.

A pop-up window displays with the names of both the student and parent, and the assigned PIN code. School staff can simply click on the “**print**” button to display the print dialog box and proceed.

Parents/Guardians have 60 days from 10/1/2018 to validate an assigned PIN code in the Parent Portal or access to the student account is disabled – the following message displays after the 60-day grace period expires:

```
Access to this student’s records has been disabled for security reasons. Please verify the Personal Identification Number (PIN) for this student to continue. To obtain your PIN(s), please refer to the letter containing this information or visit the office for each child’s school of attendance.
```
Once a student enrolls at the campus, the Parent Portal updates the information via an overnight process. Parents may opt to set up an account the same day of enrollment – school staff can import the parent record into the Parent Portal via the MiSiS Lookup process.

**Step 6**  Click on the **MiSiS Lookup** hyperlink.

![MiSiS Lookup](image)

In this example, there are two parents/guardians associated to the student. One already has an existing Parent Portal account, and the school staff needs to add the other parent/guardian.

**Step 7**  Click on the **Add To Parent Portal** hyperlink.
The system generated a new PIN code as shown below.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Parent Name</th>
<th>Pin</th>
<th>Date Used</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLE STUDENT</td>
<td>LAUSD QA29</td>
<td>6250</td>
<td>2018-09-21 11:09:15.0</td>
<td>New Pin</td>
</tr>
<tr>
<td>MIDDLE STUDENT</td>
<td>LAUSD QA30</td>
<td>4046</td>
<td>2018-09-22 11:09:15.0</td>
<td>Print</td>
</tr>
</tbody>
</table>

PIN codes are single-use – once the parent/guardian validates it online, the Date Used column populates with the date and time. If there is inactivity on an account with a value in the Date Used column, it may be necessary to establish a new PIN code.

**Step 8**  Click on the **New Pin** hyperlink.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Parent Name</th>
<th>Pin</th>
<th>Date Used</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLE STUDENT</td>
<td>LAUSD QA29</td>
<td>2635</td>
<td>2018-09-22 11:09:15.0</td>
<td>Print</td>
</tr>
<tr>
<td>MIDDLE STUDENT</td>
<td>LAUSD QA30</td>
<td>4046</td>
<td>2018-09-22 11:09:15.0</td>
<td>New Pin</td>
</tr>
</tbody>
</table>

**Step 9**  A warning message displays that a new PIN is required to validate access. Click on the **Continue** button to proceed.

**Create New Pin**

Warning, access to MIDDLE STUDENT in Parent Portal must be revalidated with new PIN. Click Continue to create new PIN.

A new PIN code displays in the **Pin** column and the **Date Used** column is blank again. School staff can click on the **Print** hyperlink to generate a printout for the parent/guardian, who can now log in to the Parent Portal to validate the PIN code.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Parent Name</th>
<th>Pin</th>
<th>Date Used</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLE STUDENT</td>
<td>LAUSD QA29</td>
<td>2635</td>
<td>2018-09-22 11:09:15.0</td>
<td>Print</td>
</tr>
<tr>
<td>MIDDLE STUDENT</td>
<td>LAUSD QA30</td>
<td>1051</td>
<td>2018-09-22 11:09:15.0</td>
<td>Print</td>
</tr>
</tbody>
</table>

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REPORTING TAB

The Reporting tab provides school staff with a jump link to the Registered Parents Report, available in the FOCUS platform.

**Step 10**  Click on the Reporting tab and select the Registered Parents Report hyperlink.

Either the FOCUS Welcome Page or the SSO Login Page will display, based on your current SSO login status.

**Path to access in Focus:** Focus Login > Operations > Parent Portal > Parent Portal Campus View

A user account is required for FOCUS access. To request access, log into EZ Access at http://ezaccess.lausd.net and select the Focus Reporting and Dashboards application.
The Parent Search tab allows school staff to search for parents by email address and/or first and last name.

**Step 11a** Click on the Parent Search tab.
**Step 11b** Type in the email address of the parent/guardian, or the First and Last Name. In this example, the email address is entered.
**Step 11c** Click on the Search Button.
A record displays if the parent/guardian is registered in the Parent Portal. Records will also display if school staff imported a record via the MiSiS Lookup process. A description of each column name is below:

- **Parent Email** – Account used to register for Parent Portal access
- **Parent Name** – First and Last Name of the parent/guardian
- **Active Flag** – Indicates if the parent/guardian is a registered user of the Parent Portal (Y/N)
- **Activate/Deactivate account** – The link displays Deactivate Account or Activate Account, based on the Active Flag status
- **Last Login Date** – The last date the parent/guardian logged into the Parent Portal account
- **View Students Associated** – Displays a list of students the parent/guardian associated to the account
- **Allow More Than 4 Students** – An override applied by school staff to allow a parent/guardian to associate more than 4 students to a single Parent Portal account

<table>
<thead>
<tr>
<th>Parent Email</th>
<th>Parent Name</th>
<th>Active Flag</th>
<th>Activate/Deactivate account</th>
<th>Last Login Date</th>
<th>View Students Associated</th>
<th>Allow More Than 4 Students</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:lausdqa29@gmail.com">lausdqa29@gmail.com</a></td>
<td>lausdQA29</td>
<td>Y</td>
<td>Deactivate Account</td>
<td>09/21/2018</td>
<td>View students associated</td>
<td>Add Exception</td>
</tr>
</tbody>
</table>

School staff have the ability to activate a Parent Portal account. To deactivate an account, please call the ITD Helpdesk (213) 241-5200.

**Step 12** Click on the **Activate Account** hyperlink.

The message below displays at the top of the portal page. A new PIN code may be required based on the period of inactivity.

**Step 13** Click on the **View students associated** hyperlink.
A pop-up window displays with a list of students currently associated to the parent/guardian’s account.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>JÚNIOR STUDENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td>023002F999</td>
</tr>
<tr>
<td>School</td>
<td>Glorious School</td>
</tr>
<tr>
<td>Grade</td>
<td>11</td>
</tr>
<tr>
<td>Enrollment Status</td>
<td>Y</td>
</tr>
<tr>
<td>Student Name</td>
<td>MIDDLE STUDENT</td>
</tr>
<tr>
<td>Student ID</td>
<td>023007F123</td>
</tr>
<tr>
<td>School</td>
<td>Marvelous School</td>
</tr>
<tr>
<td>Grade</td>
<td>6</td>
</tr>
</tbody>
</table>

School staff must enter an **override exception** for parents/guardians who wish to associate 5 or more students to their Parent Portal account.

**Step 14**  
Click on the **Add Exception** hyperlink.

Please note that when the hyperlink is clicked, the name does not change. Instead, one of two messages will display at the top of the portal page:

- **The parent account has been added as an exception.**
- **The parent account already exists as a exception.**